

Ms. E.F. Dawson

1010 West Eighth Street

West Plains, MO. 65775

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TN REGULATORY AUTHORITY  
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Director Deborah Taylor Tate

TN REGULATORY AUTHORITY  
DOCKET ROOM

Tennessee Regulatory Authority

460 James Robertson Parkway

Nashville, Tennessee. 37243

Re; 2004 Docket #'s 04- 00166 AND 04-00211

To : Ms. Deborah Taylor Tate

I am aware of the Tennessee Regulatory Authority Docket 04-00166 and 04-00211, if approved it could allow for higher rates and shorter time length that families, lawyers and love ones would have to share.

I am urging you and your staff to support the children, lawyers and families of prisoners and vote against any increase in cost and any possible decrease in the time length of calls from a state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that elected and appointed government officials protect our interests. Our family are primarily responsible for telephones and many other expenditures of our incarcerated love ones.

The proposed changes would result in drastic telephone rate increase that we could not afford. We also cannot afford to stop improving our family relationships through regular 30-minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated incarceration and ultimately make our communities safer for all Tennessee families.

To shorten the length of the telephone calls would be devastating to family bonds and almost impossible for an incarcerated love one to communicate with attorneys through via telephone. Affordable local and long distance calls are especially critical for families and attorneys who are not physically able to visit prisons that are often in remote locations where public transportation is not available and over night accommodations and meals would drive up costs.

I am also concerned that the current telephone provider, Global tel- link lacks accountability to its customers, as I am sure that counselors that provide communication to Global tel can account for this to be a true complaint with being put on hold for long periods of time when trying to clear up problems that an inmate cannot do for him/her self and through counslers being their only way.

As a concerned citizen and family to an incarcerated love one, I will be watching these issues very closely. I earnestly hope that you and your office will support the families of Tennessee prisoners and not the interests of big business.

Sincerely,

A handwritten signature in cursive script that reads "E. F. Dawson". The signature is written in dark ink and is positioned above a horizontal line.

Ms. E.F. Dawson

12-15-2004  
RE. 2004 Docket #5 04-00166  
AND " " #5 04-00211

Dear Sir or Madam,

The Tennessee regulatory authority docket 04-00166 and 04-00211, if approved, could allow higher rates for calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in cost and any possible decreases in the time length of calls from a state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrongdoing, they too, often suffer in silence. It is therefore very important that elected and appointed government officials protect our interest. Our families are primarily responsible for telephone and many other expenditures of our incarcerated loved ones. The proposed changes would result in drastic telephone rate increases that we cannot afford. We also cannot afford to stop improving our family relationships through regular 30 min. telephone calls. Healthy family bonds during imprisonment help to reduce repeated incarcerations, and ultimately make our communities safer for all Tennessee families. To shorten the length of the calls would be devastating to family bonds. Affordable local and long distance calls are especially critical for families who are not physically or financially able to visit prisons that are often in remote locations, where public transportation is not available and overnight accommodations and meals would drive up the cost. I am also concerned that the current telephone provider "Global Tel-Link" lacks accountability to its customers. We insist that improved customer service and better billing service are required of all telephone service providers to prisons and jails in Tennessee.

As a concerned citizen, I will be watching these issues very closely. I earnestly hope that you will support families of Tennessee prisoners and not the interest of big business.

Sincerely,  
Jana McElley  
1219 West Chestnut St.,  
La Grange, TN, 37766